

Quarterly Service Performance Review

Fourth Quarter, FY 2011

April - June, 2011

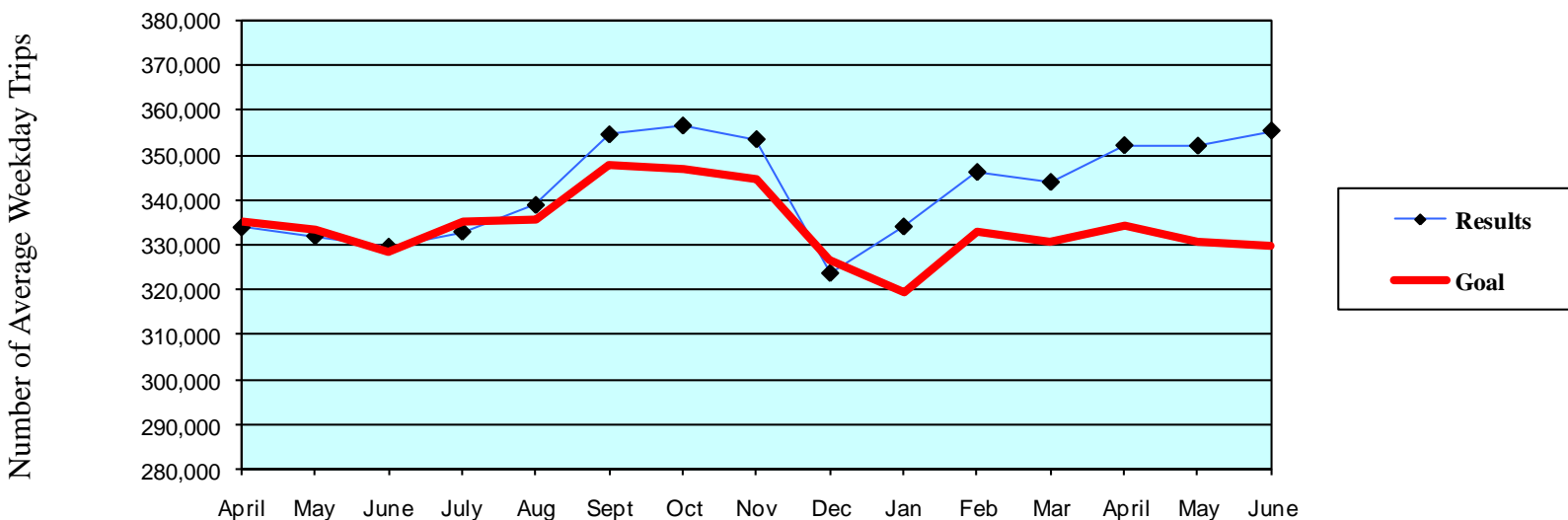
Engineering & Operations Committee

August 11, 2011

FY11 Fourth Quarter Overview...

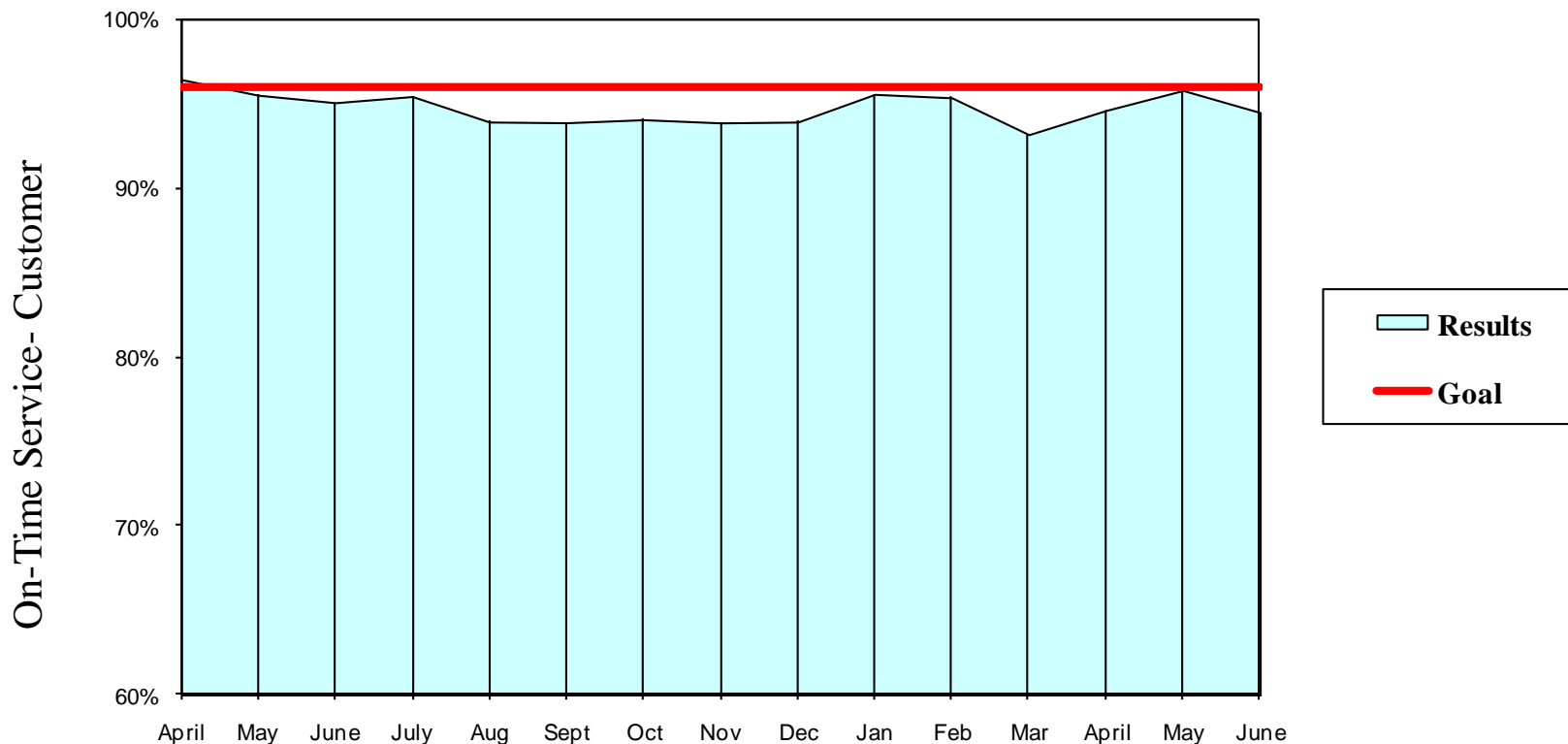
- ✓ Strong ridership growth, over 6%
- ✓ Train service reliability improved
- ✓ Slight decline in many attributes rated by customers, particularly those related to cleanliness
- ✓ Availability indicators (AFC, Vertical Circulation) generally holding their own
- ✓ Complaints down noticeably from last quarter, up slightly from last year

Customer Ridership



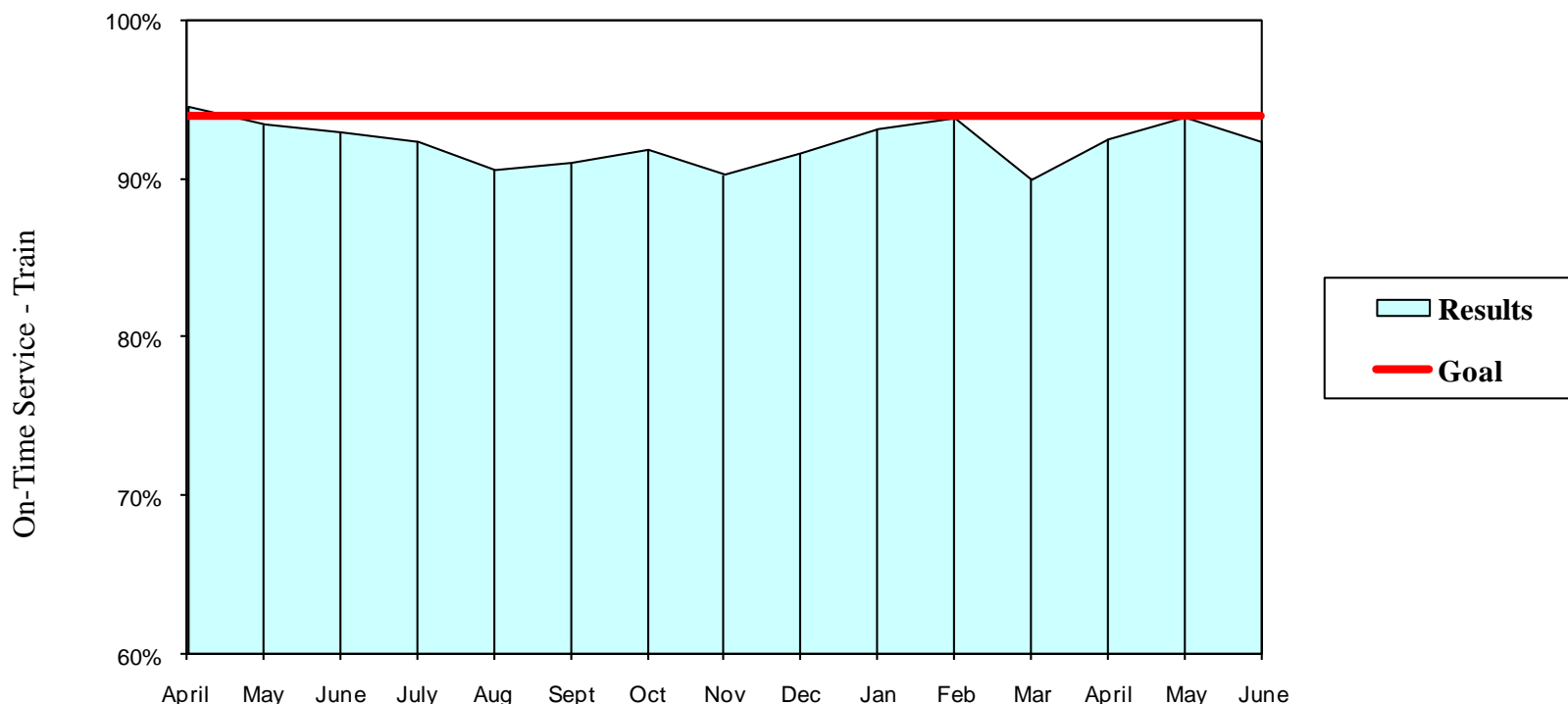
- ✓ Total ridership increased by 6.3% compared to same quarter last year
- ✓ Average weekday ridership (353,251) up 6.5% over same quarter last year; core weekday ridership up by 6.0% and SFO Extension weekday ridership up by 10.0%
- ✓ Ridership growth trend began in January
- ✓ June 2011 Pride Day ridership of 247,936 was the highest Sunday ridership in BART's history

On-Time Service - Customer



- ✓ Customer on-time 95.02%, improved over last quarter
- ✓ 4/5 biggest delays outside of BART's direct control (person on trackway – 3 occurrences and an earthquake)

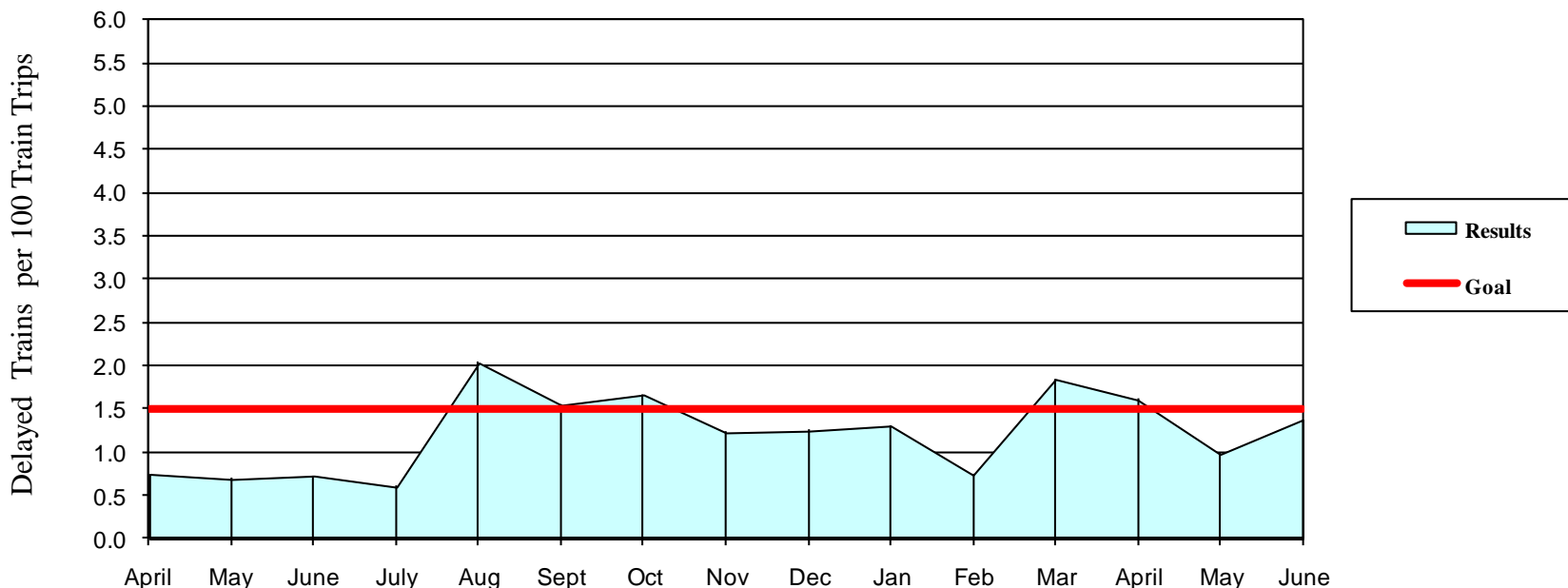
On-Time Service - Train



- ✓ 92.93% train on-time, improved over last quarter
- ✓ Person in wheelchair on trackway at Powell Street (92 late trains) and patron under train at Glen Park (59 late trains) were two biggest delay events of the quarter

Wayside Train Control System

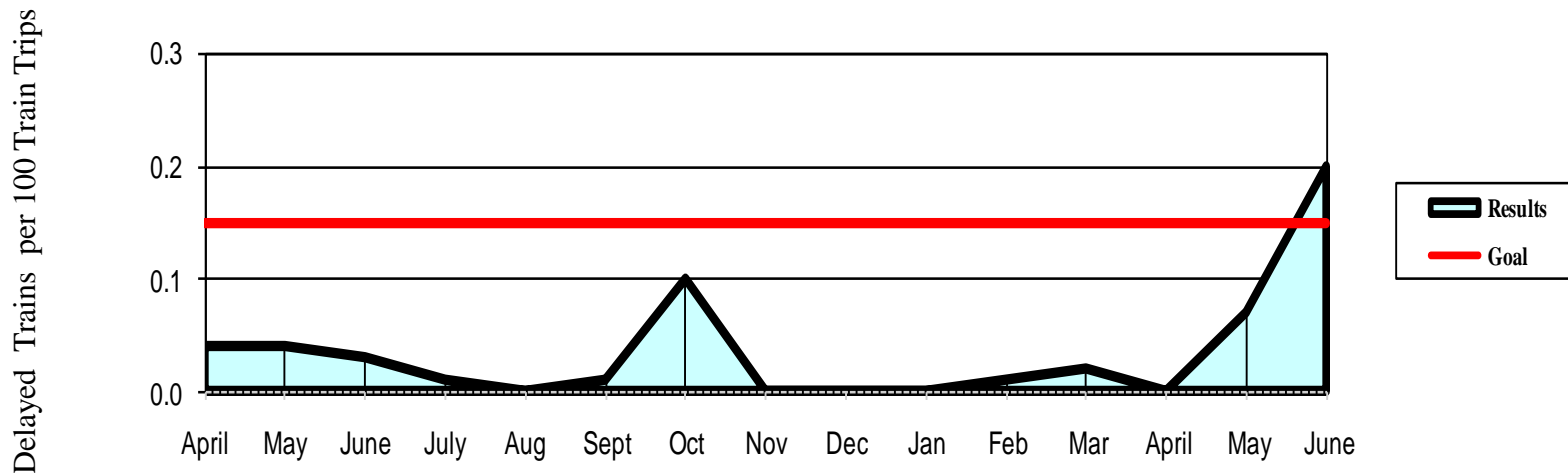
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met, performance steady
- ✓ Continued installation of stainless steel junction boxes for switch machine project
- ✓ Installed new Wayside MUX card packs
- ✓ Developed work package for new switch machine installation

Computer Control System

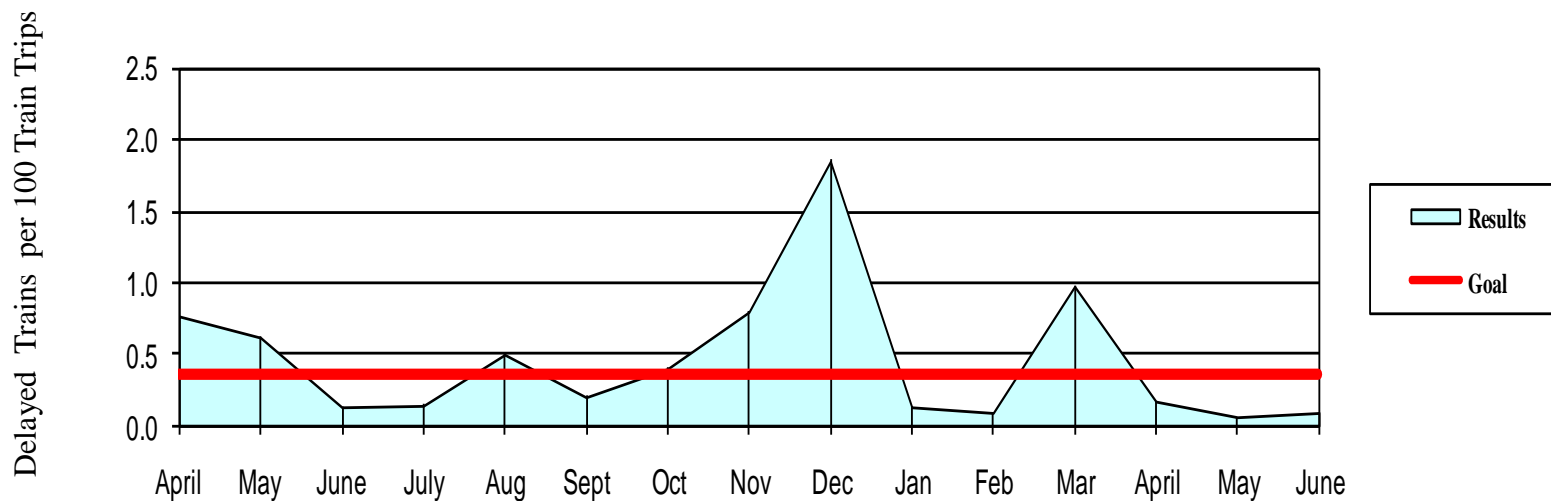
Includes ICS computer & SORS, Delays per 100 train runs



- ✓ Goal met
- ✓ June bump due to one event, recovery actions flawed

Traction Power

**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**

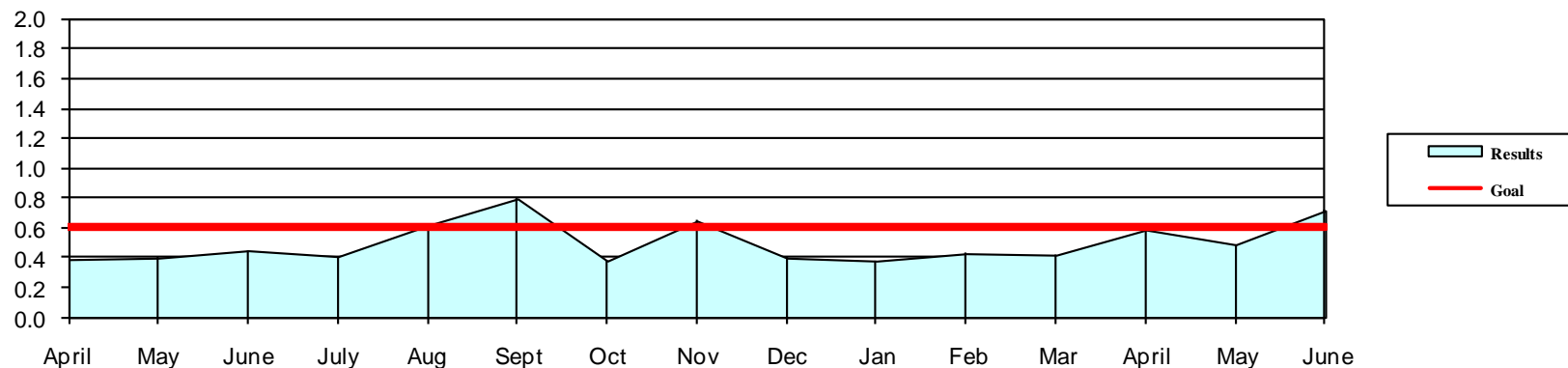


- ✓ Improved performance, goal met
- ✓ Coverboard Bracket Project complete, tangible train service improvement

Transportation

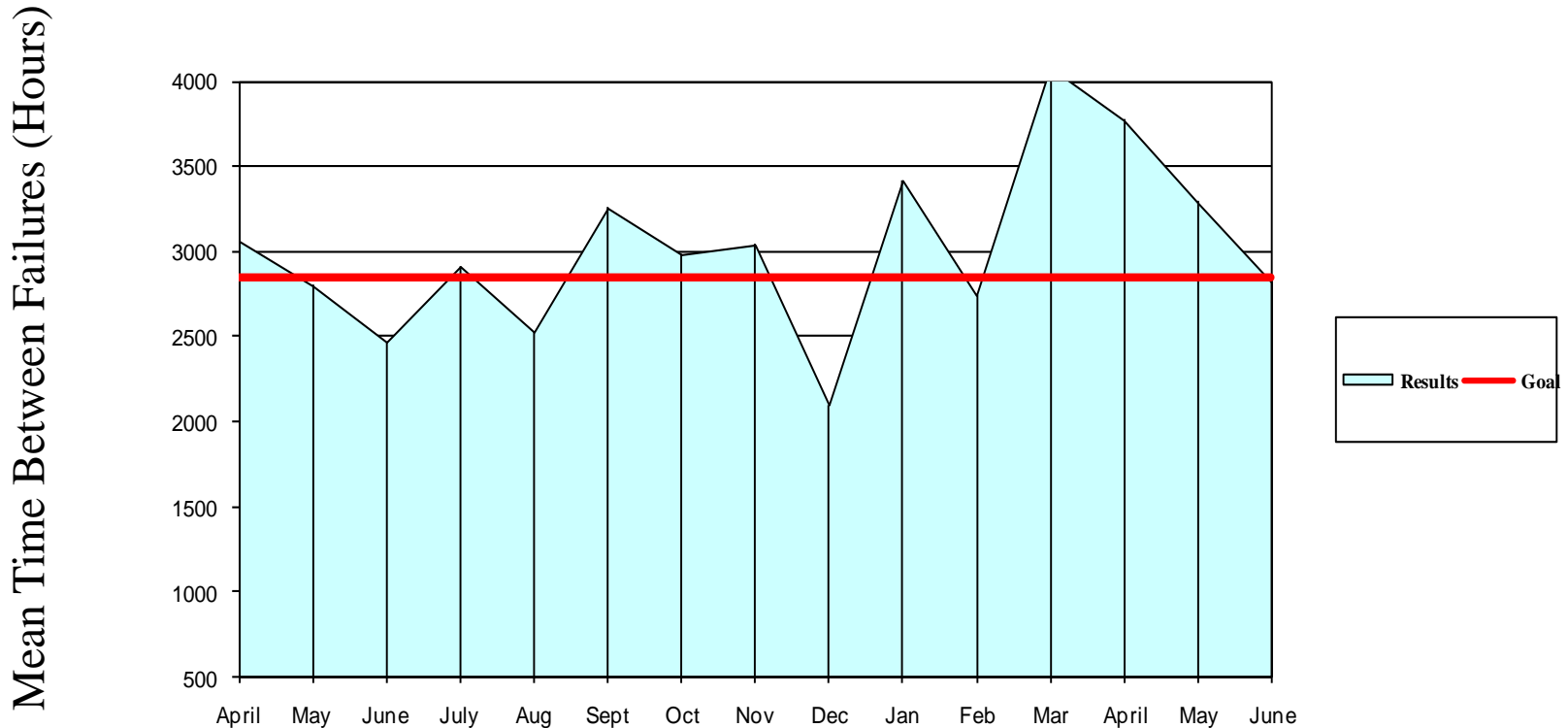
**Includes Late Dispatches, Controller-Train
 Operator-Tower Procedures and Other
 Operational Delays Per 100 Train Runs**

Delayed Trains per 100 Train Trips



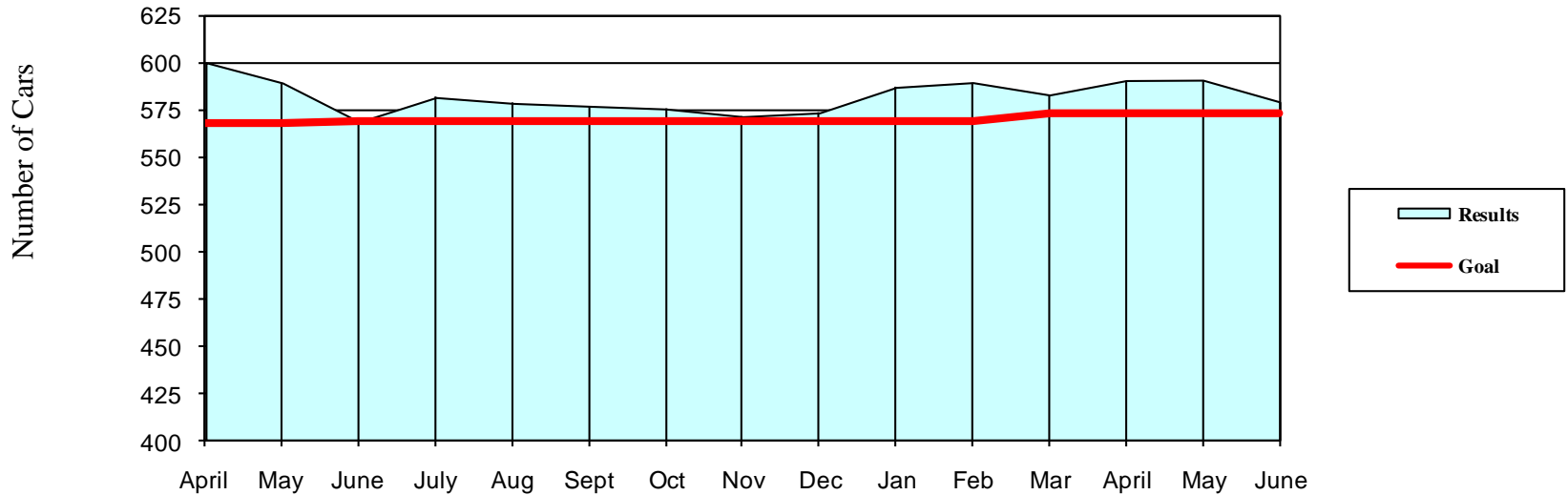
- ✓ Goal met
- ✓ Foreworker trainee issues impacted June results

Car Equipment - Reliability



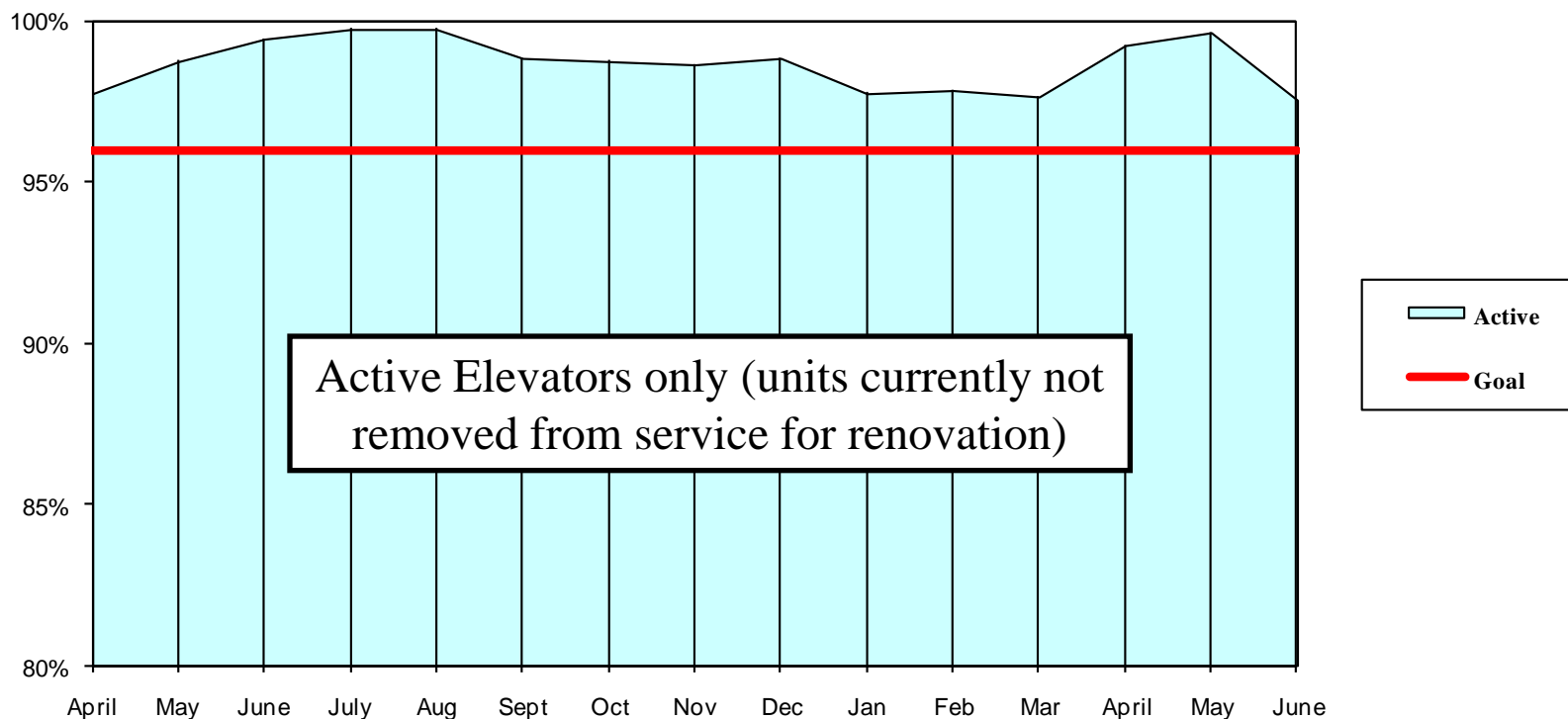
- ✓ Goal met, good performance
- ✓ Developing/installing modifications for A/B encoder and C1 coupler wiring issues

Car Equipment - Availability @ 0400 hours



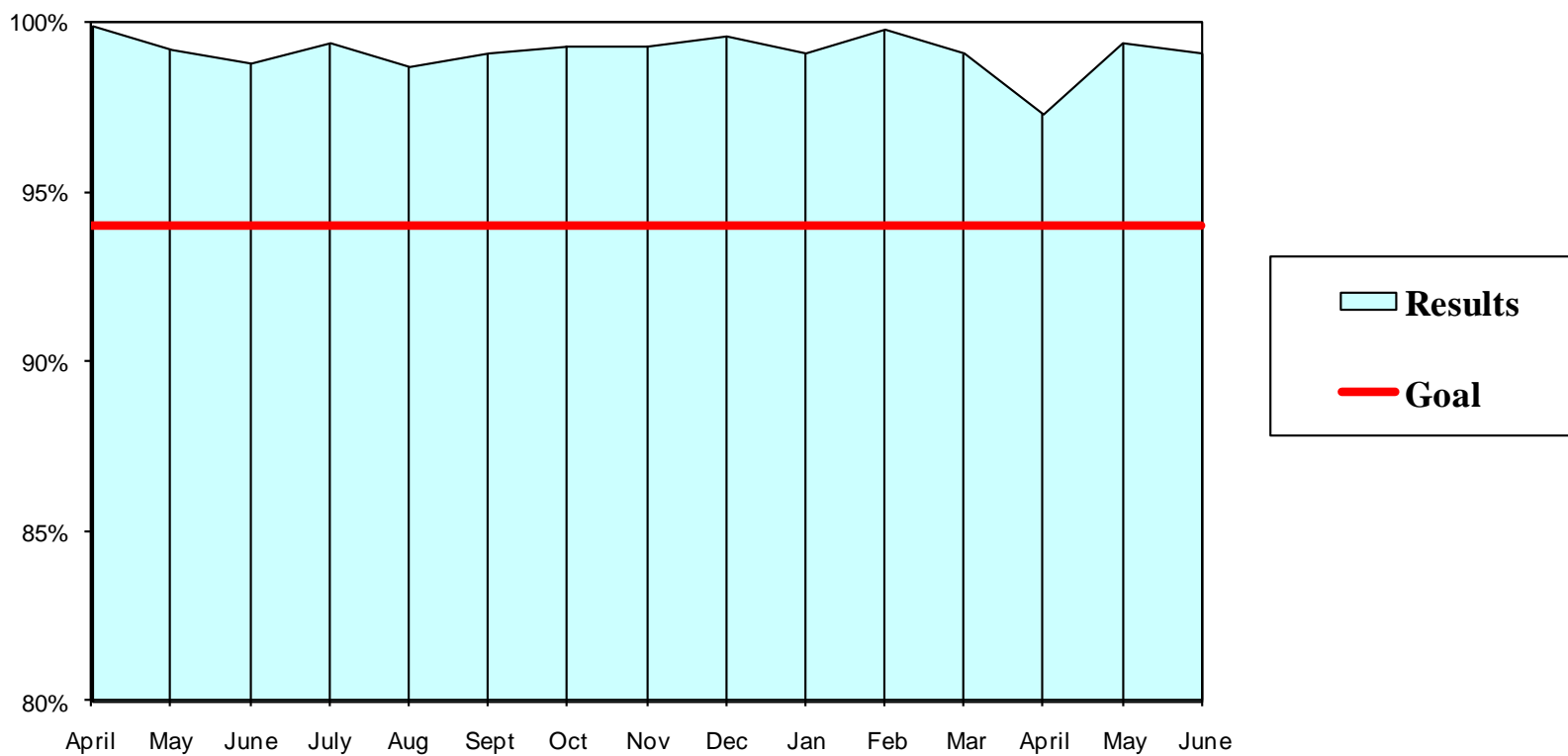
✓ Goal met

Elevator Availability - Stations



- ✓ Goal met, performance improved
- ✓ Most State of California Elevator Permits expired due to State staffing and scheduling issues
- ✓ Renovation of Ashby unit completed and new door with stainless steel cladding installed at Civic Center

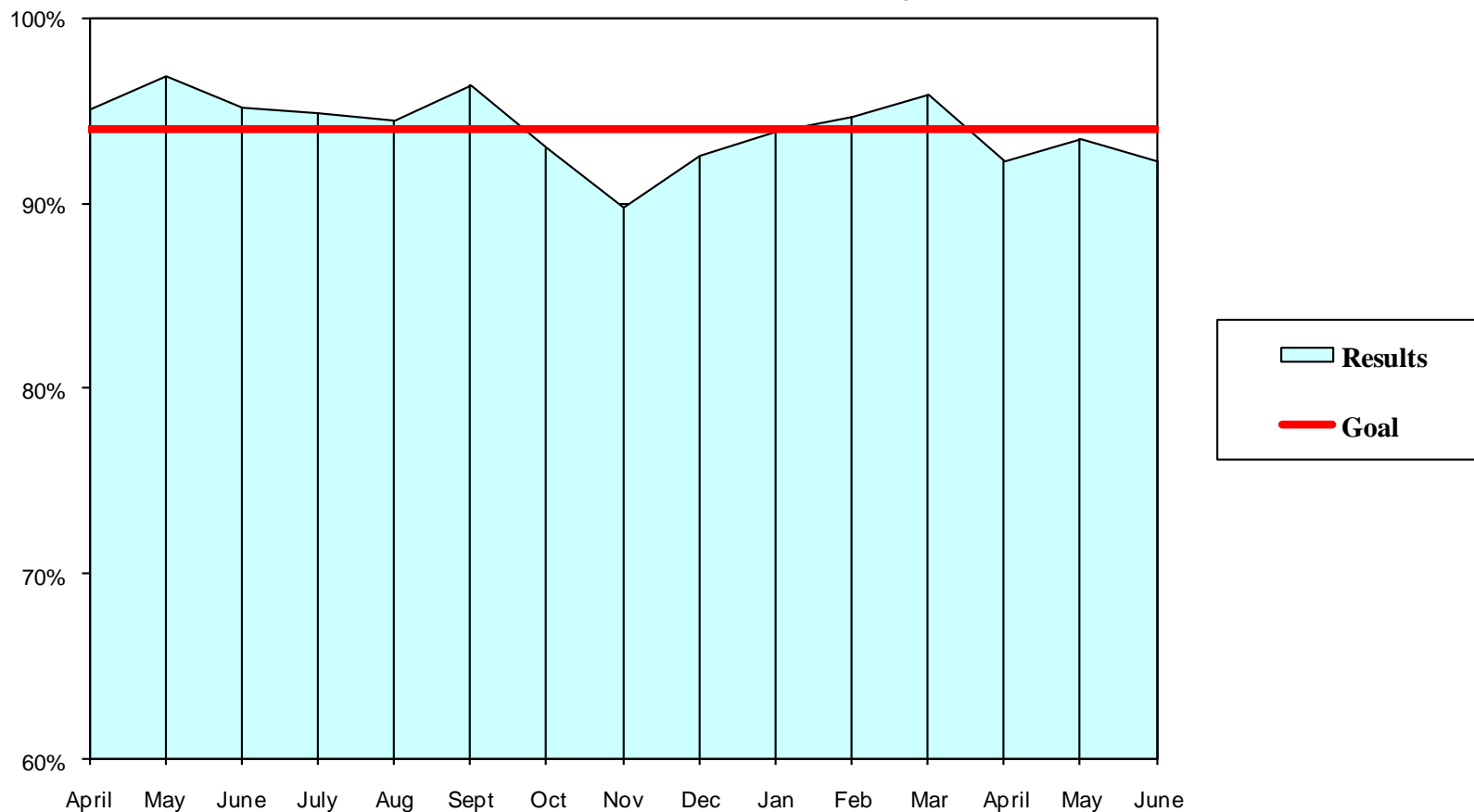
Elevator Availability - Garage



✓ Goal met

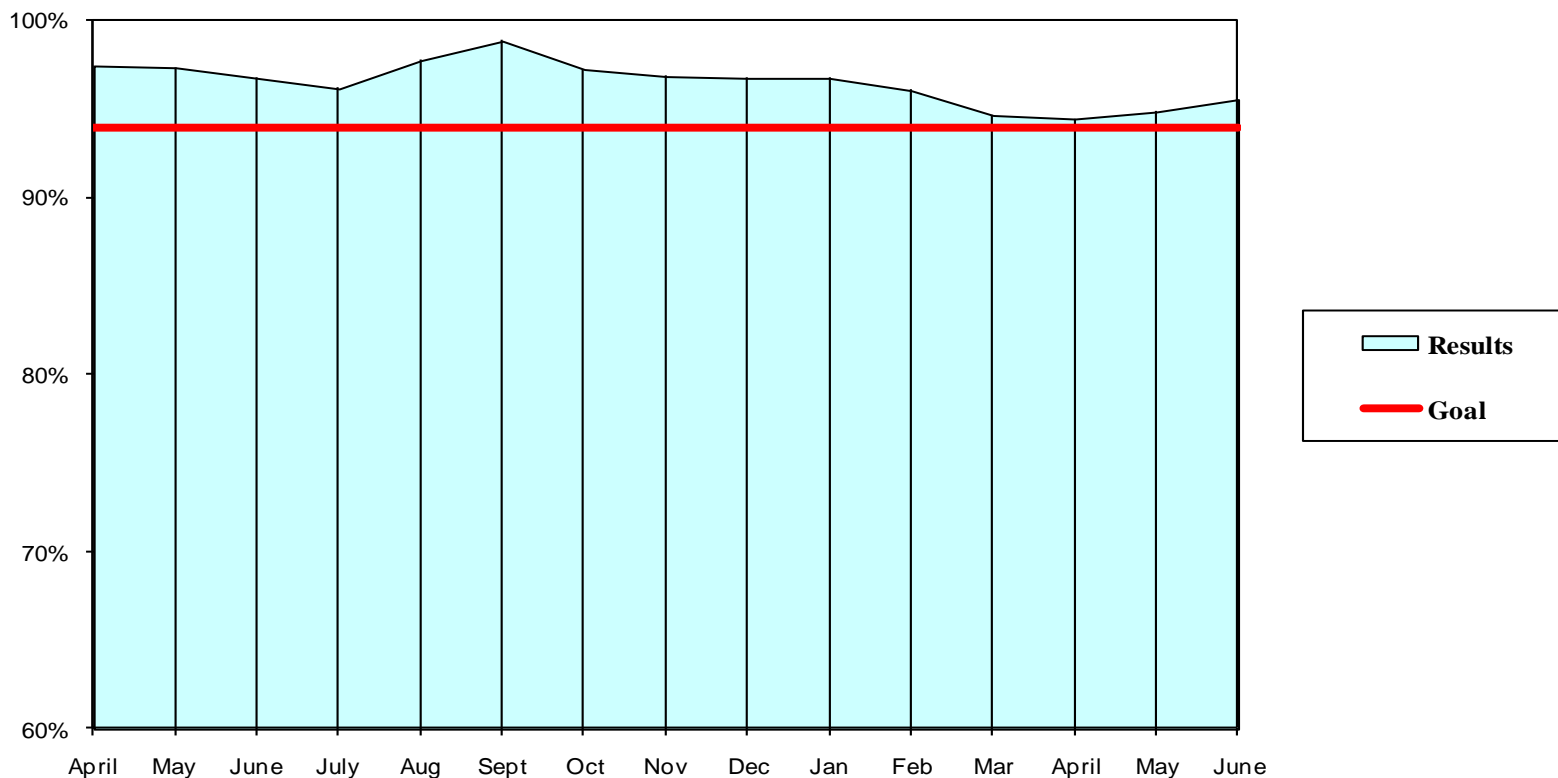


Escalator Availability - Street



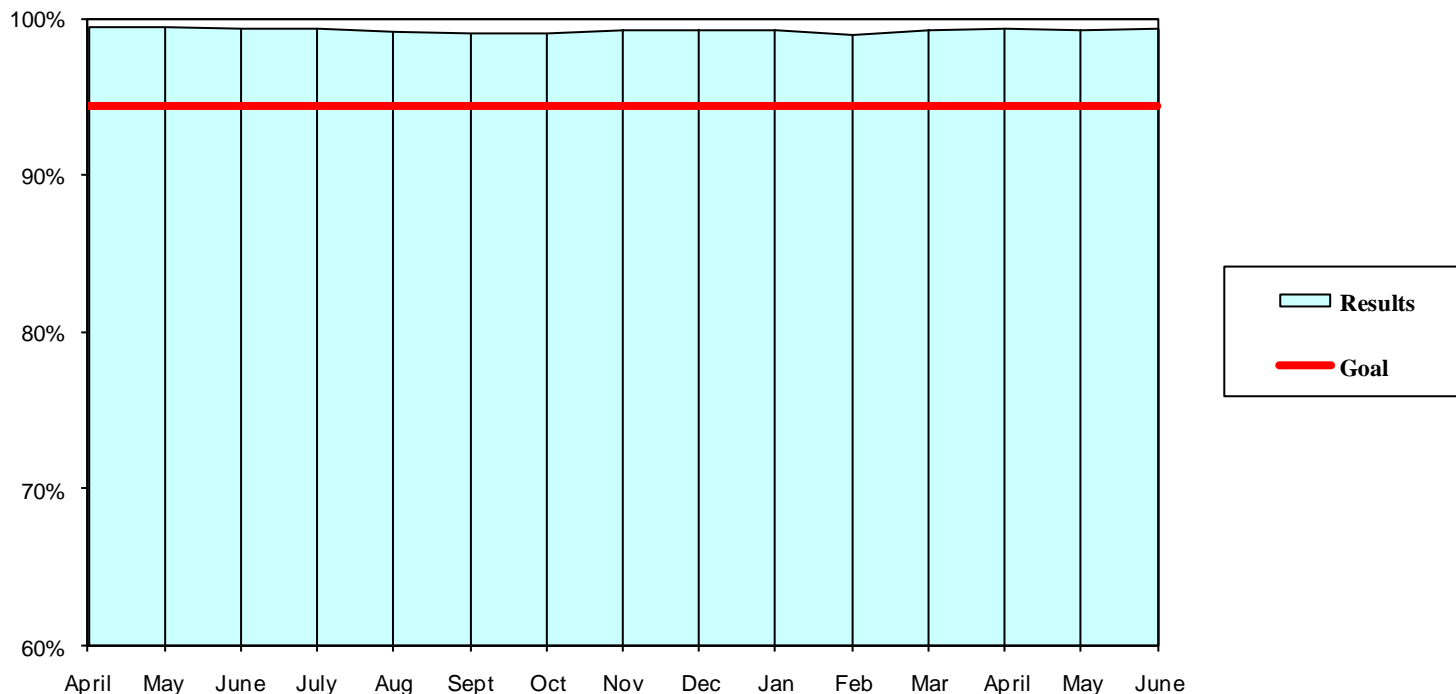
- ✓ 92.70%, goal not met
- ✓ Resource impacted area, FY12 budget initiatives will eventually help
- ✓ Identifying other corrective actions

Escalator Availability - Platform



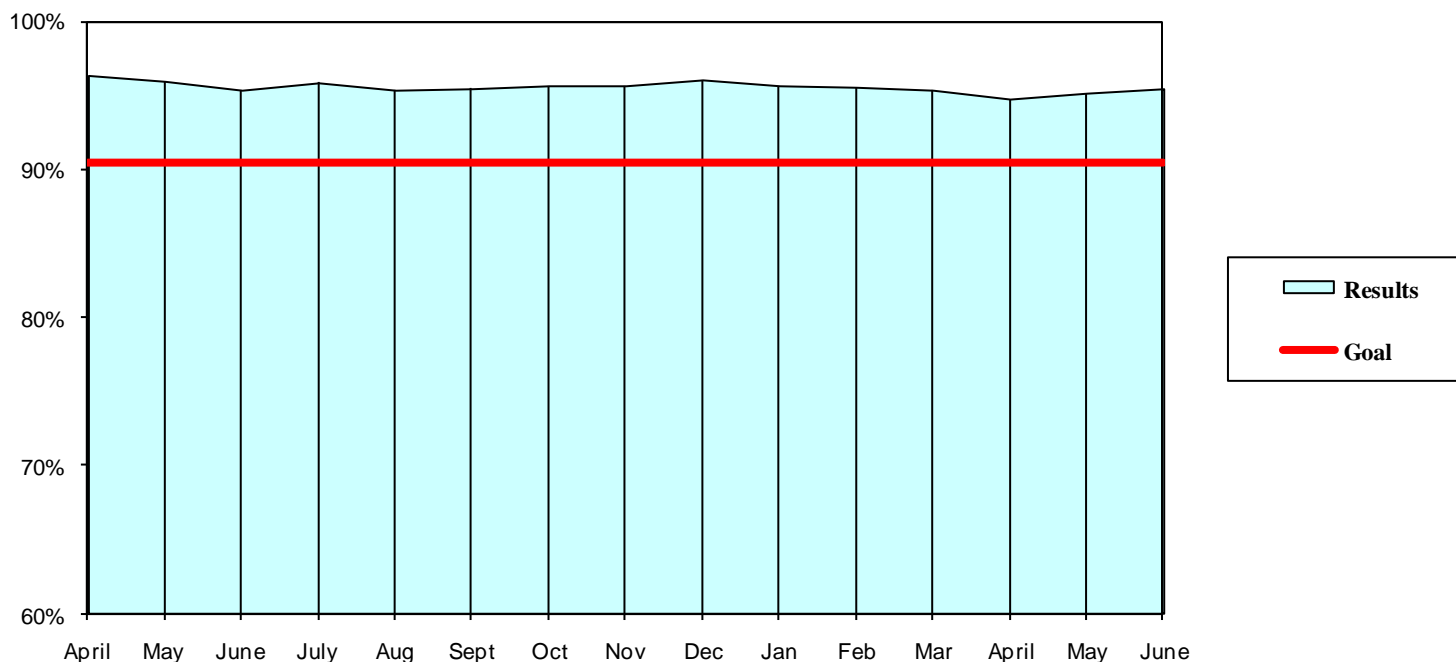
- ✓ Goal met
- ✓ Units at Daly City and Glen Park suffered lengthy outages; rebuilt Daly City unit back in service, Glen Park rebuild to be completed this month

AFC Gate Availability



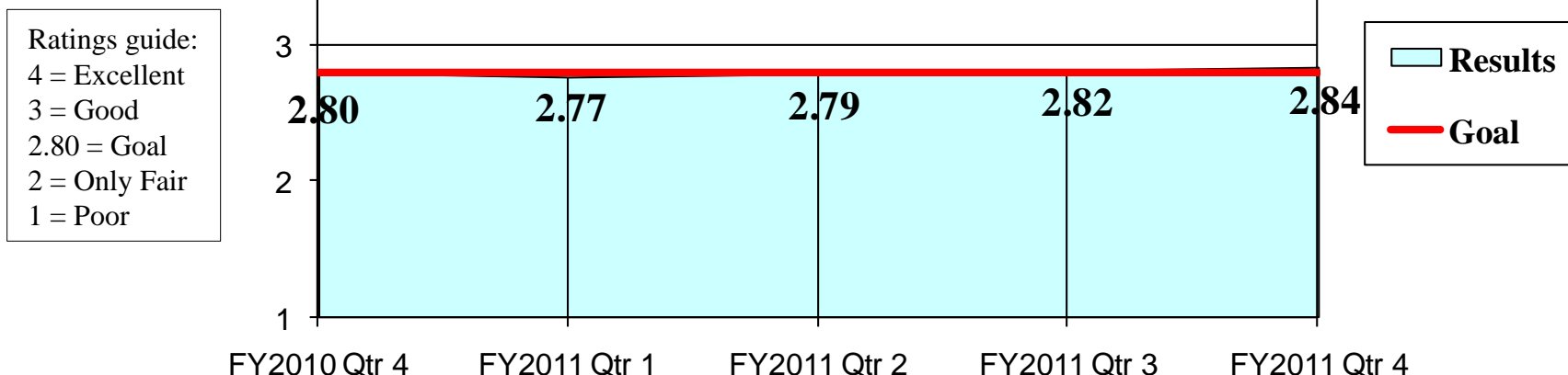
- ✓ Availability of AFC Gates well above goal
- ✓ Card reader error rate leveled off at 9.4%
- ✓ Parking AFM availability 98.6%
- ✓ Parking Validation Machine availability 99.9%

AFC Vendor Availability



- ✓ Availability of AFC Vendors above goal
- ✓ Overall Add Fare availability was 98.5%
- ✓ Vendor keypad upgrade project will be complete in August

Environment - Outside Stations



Composite rating of:

Walkways & Entry Plaza Cleanliness (50%) 2.77

BART Parking Lot Cleanliness (25%) 3.09

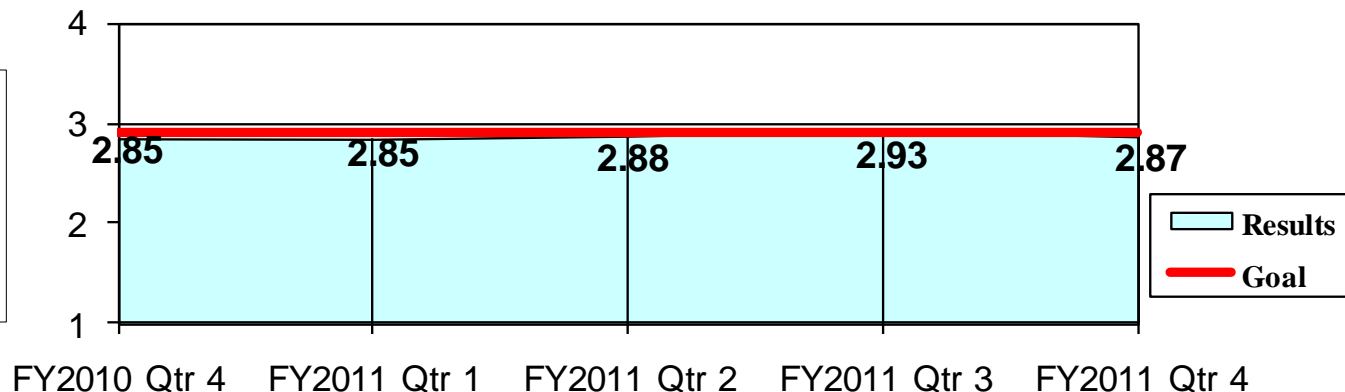
Appearance of BART Landscaping (25%) 2.74

- ✓ Goal met, slight improvement
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 68.9% Parking Lots: 83.2%
 - Landscaping Appearance: 68.2%



Environment - Inside Stations

Ratings guide:
 4 = Excellent
 3 = Good
 2.90 = Goal
 2 = Only Fair
 1 = Poor



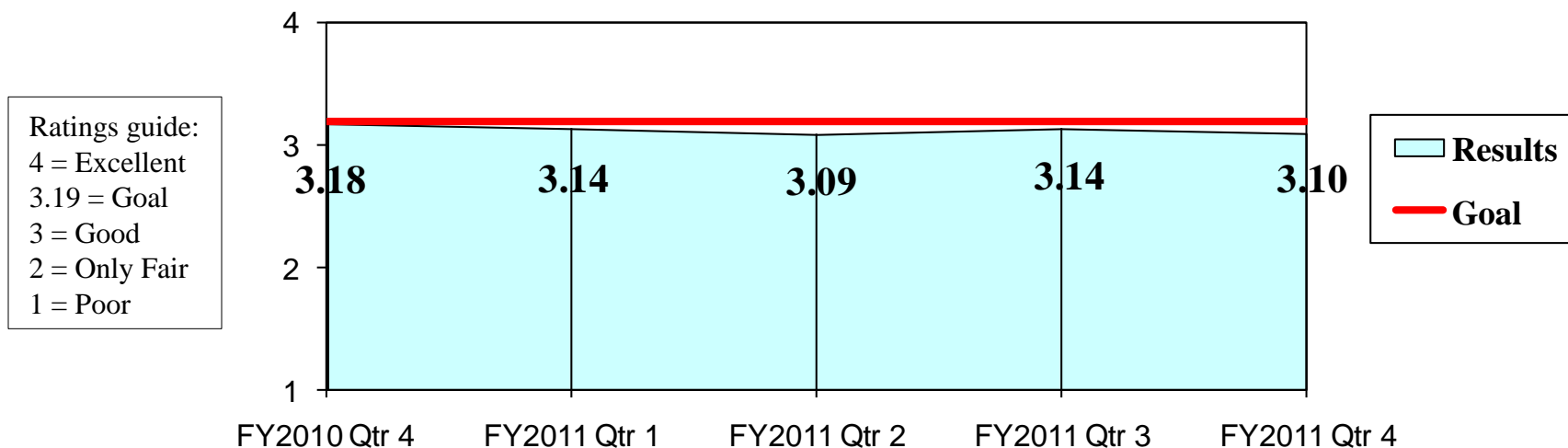
Composite rating for Cleanliness of:

Station Platform (60%)	3.04
Other Station Areas (20%)	2.86
Restrooms (10%)	2.17
Elevator Cleanliness (10%)	2.59

- ✓ Goal not met
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 81.0%	Other Station Areas: 72.2%
Restrooms: 38.1%	Elevators: 59.1%
- ✓ Staffing impacted area, upgrading equipment to improve performance
- ✓ Greater focus on elevators may marginally impact other areas

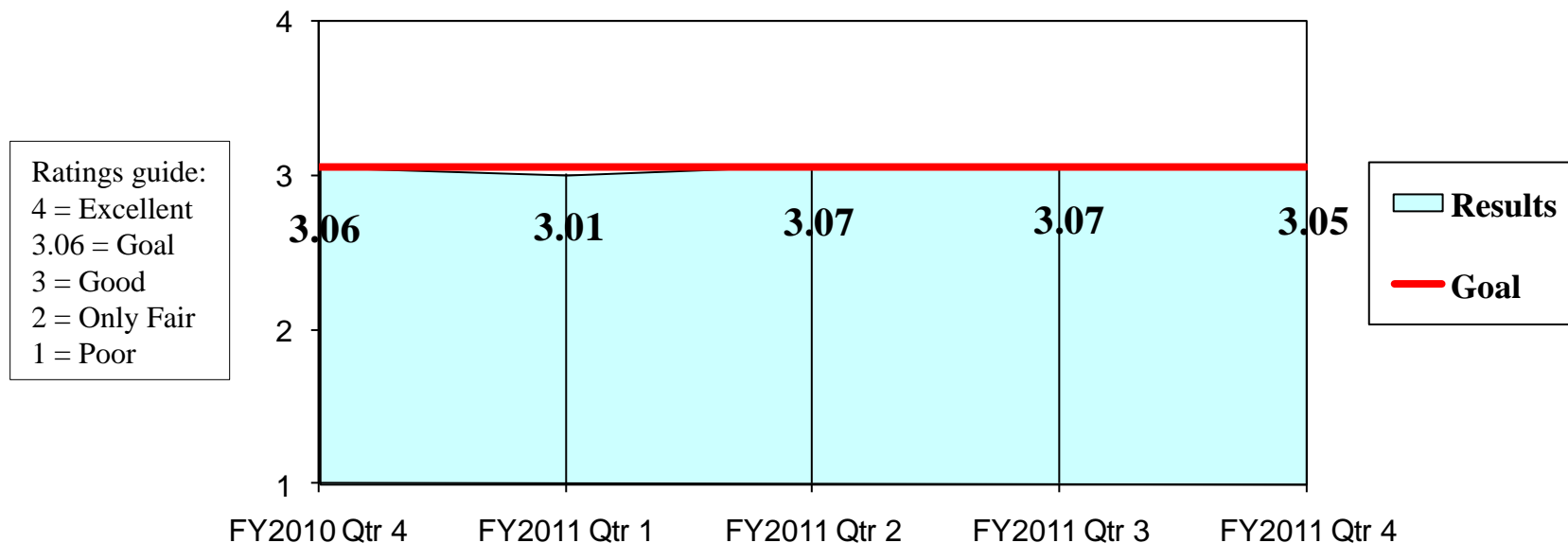
Station Vandalism



Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 83.8% of those surveyed ranked this category as either Excellent or Good

Station Services



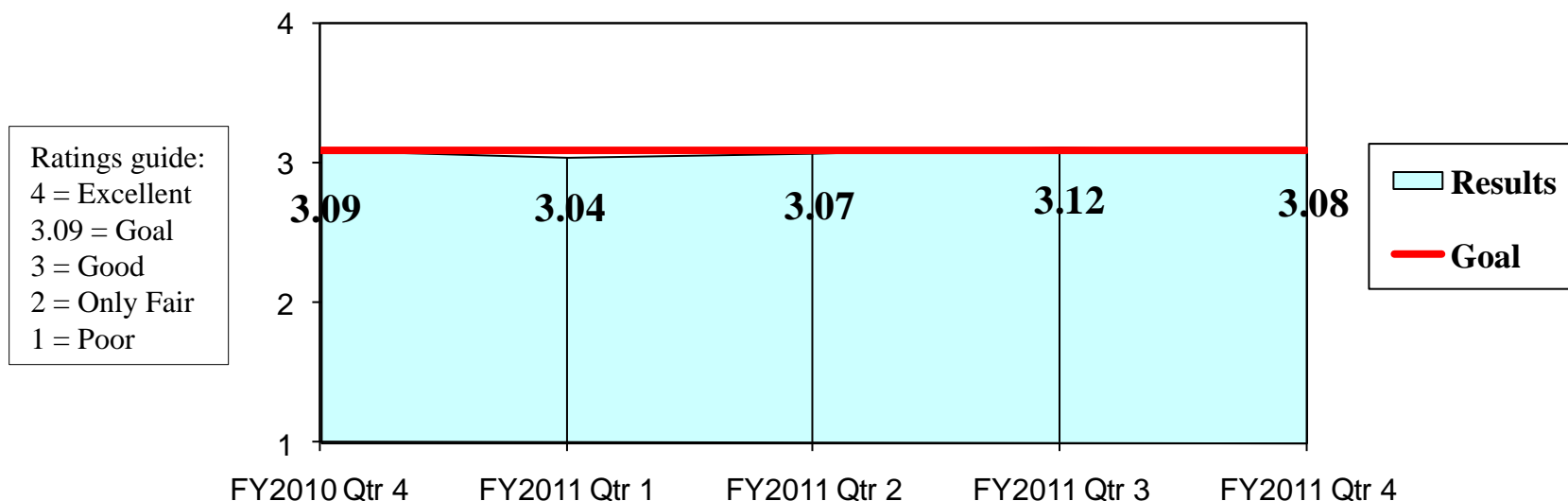
Composite rating of:

Station Agent Availability (65%)	3.00
Brochures Availability (35%)	3.14

- ✓ Goal not met
- ✓ Availability ratings of either Excellent or Good:

Station Agents: 79.9%	Brochures: 84.5%
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Train P.A. Announcements



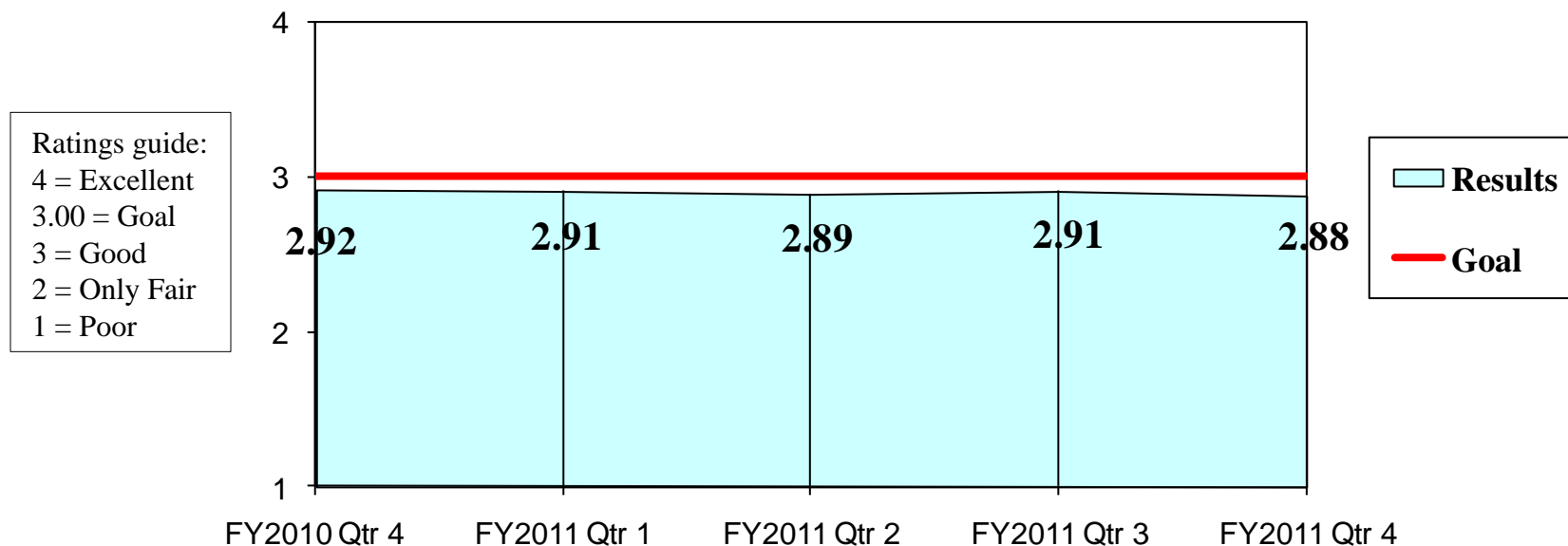
Composite rating of:

P.A. Arrival Announcements (33%)	3.03
P.A. Transfer Announcements (33%)	3.00
P.A. Destination Announcements (33%)	3.20

- ✓ Overall goal not met, however Arrival and Destination Announcement goals met
- ✓ Announcement ratings of either Excellent or Good:

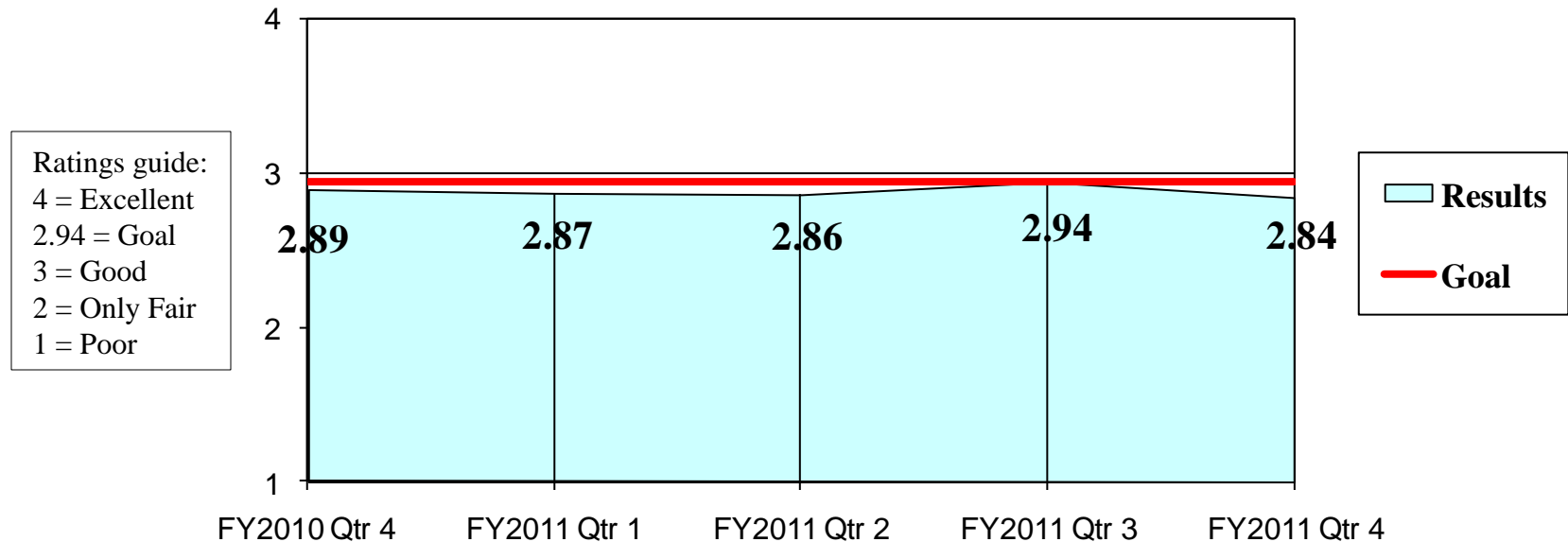
Arrivals: 78.0%	Transfers: 77.0%
Destinations: 84.3%	

Train Exterior Appearance



- ✓ Goal not met
- ✓ 76.2% of those surveyed ranked this category as either Excellent or Good
- ✓ Deliberate effort to reduce weekly duplicate washes

Train Interior Cleanliness

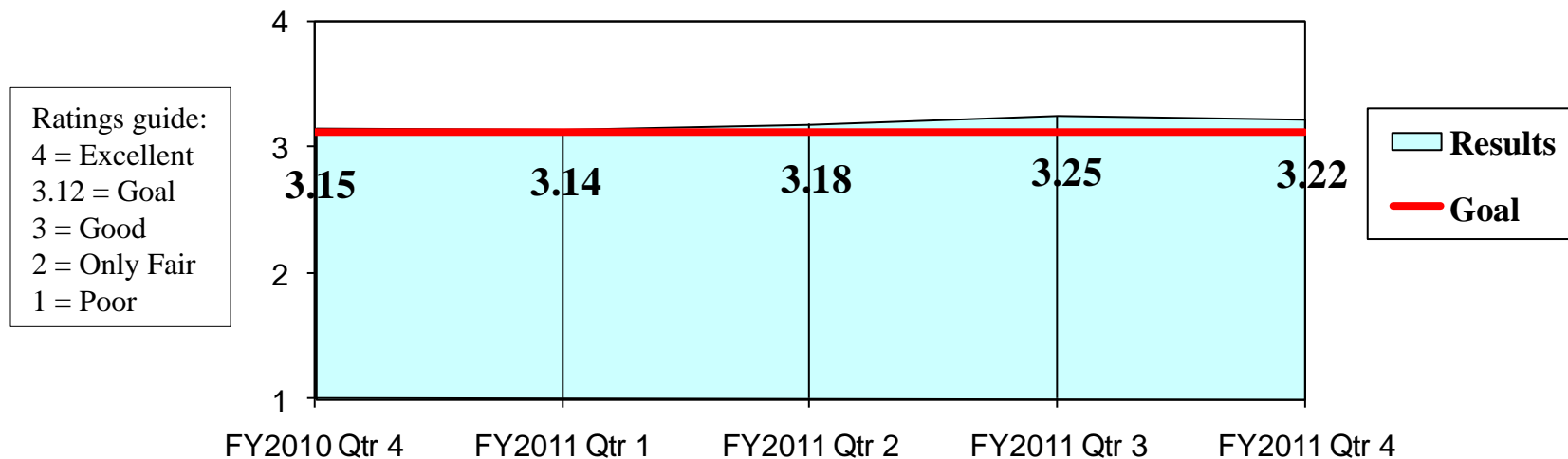


Composite rating of:

Train interior cleanliness (60%)	2.51
Train interior kept free of graffiti (40%)	3.34

- ✓ Overall goal not met, “interior free of graffiti” component met
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 53.8% Graffiti-free: 91.4%
- ✓ Continued area of focus, end of line cleaning will be increased in early FY12

Train Temperature

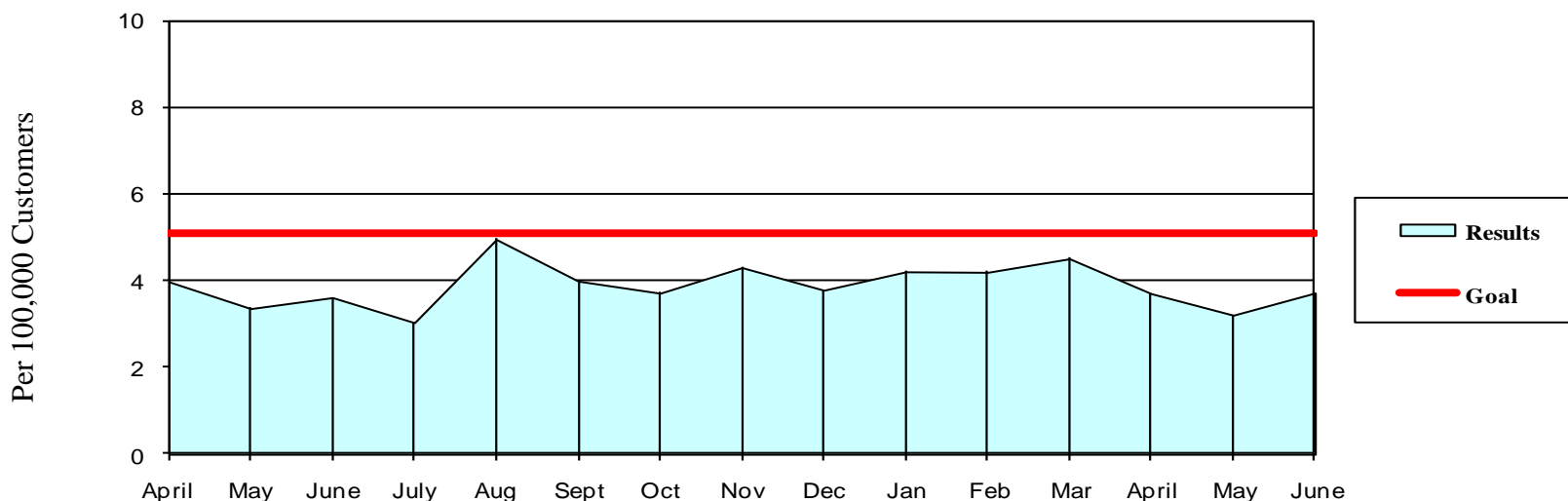


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 88.0% of those surveyed ranked this category as either Excellent or Good
- ✓ Summer will be the test, C1 car air conditioning units undersized

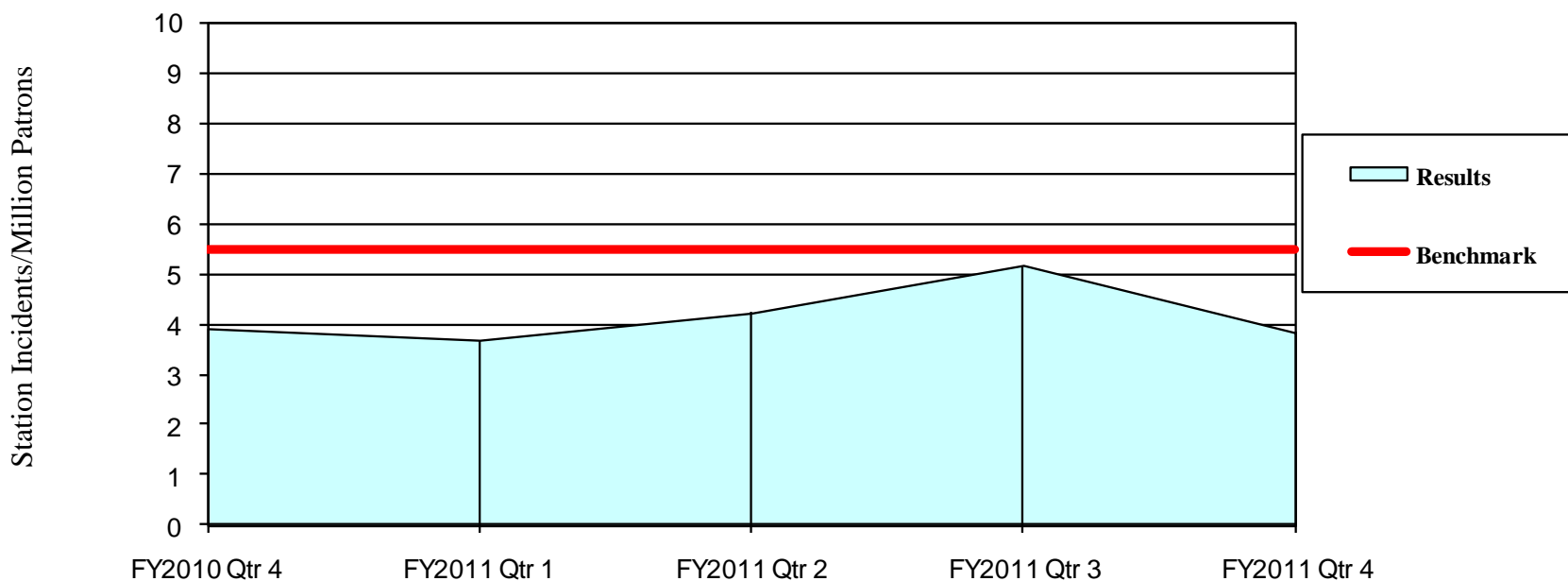
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Total complaints are down 12% from last quarter, but increased 3% when compared with the fourth quarter of last year.
- ✓ Significant increases in complaints for Short Crowded Trains, Policies (Advertising), Station Cleanliness, Trains (HVAC, Doors, and Miscellaneous) and Train Cleanliness
- ✓ Reduced complaints occurred in the “Delays” and “Parking” categories

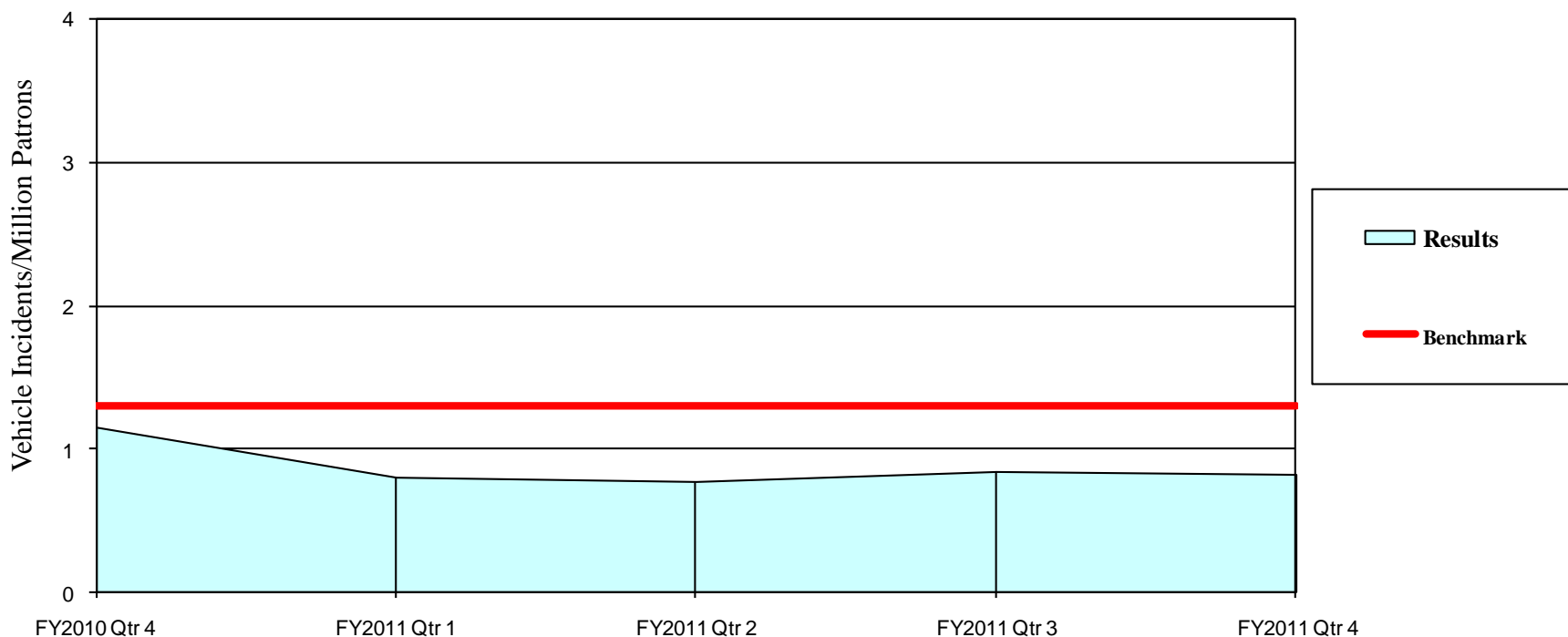
Patron Safety: Station Incidents per Million Patrons



✓ Down

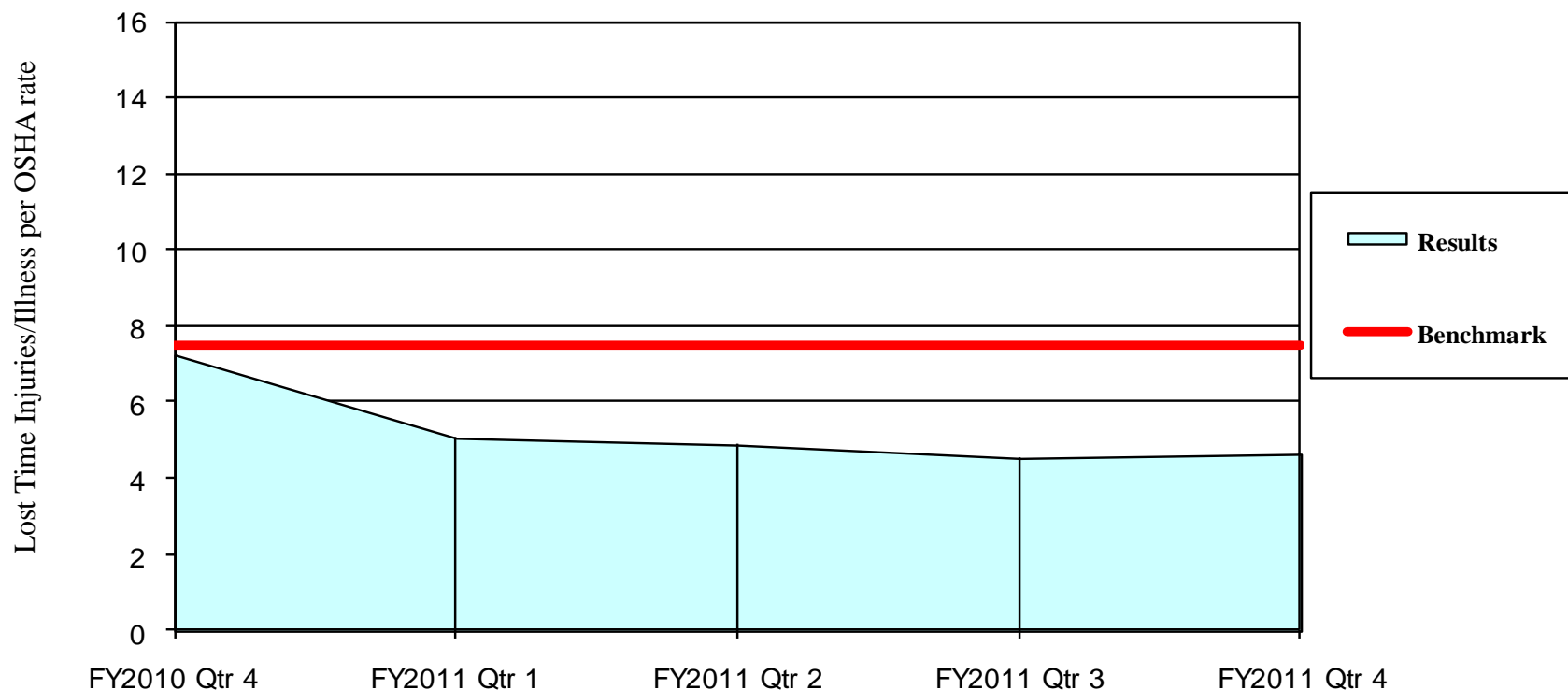
Patron Safety

Vehicle Incidents per Million Patrons



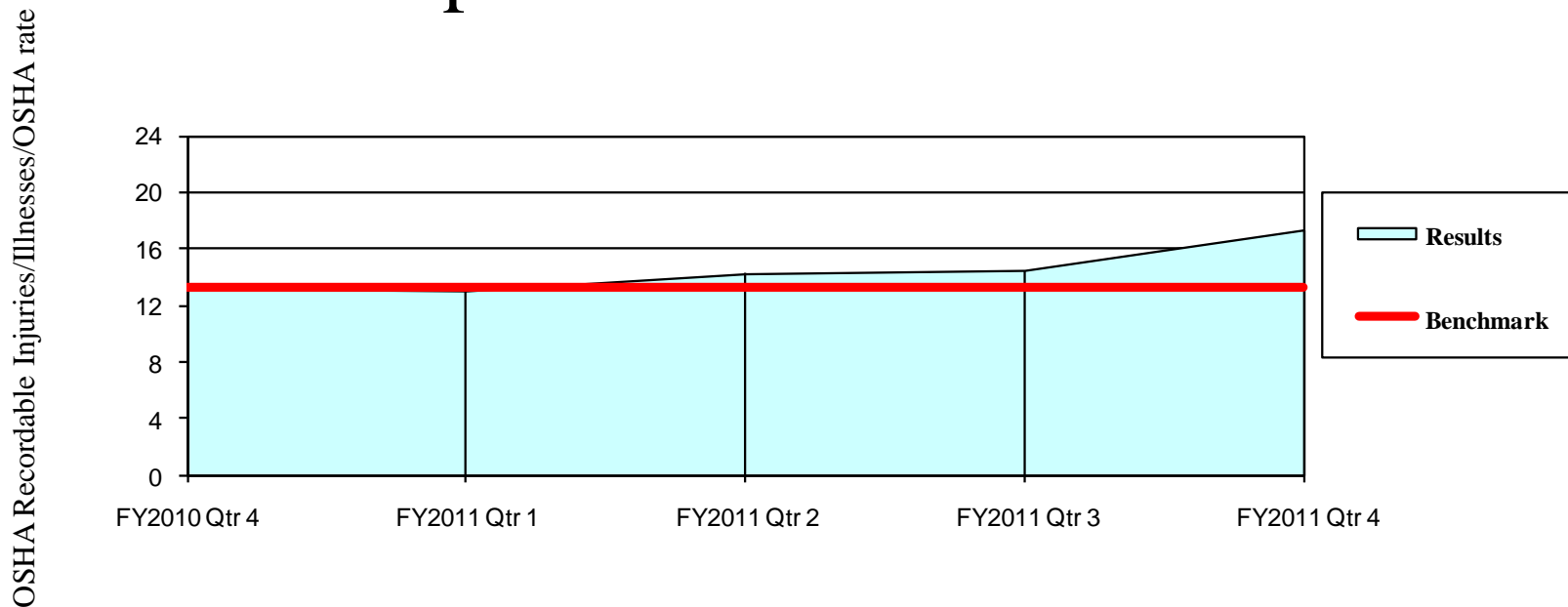
✓ Slightly down

Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Slightly up

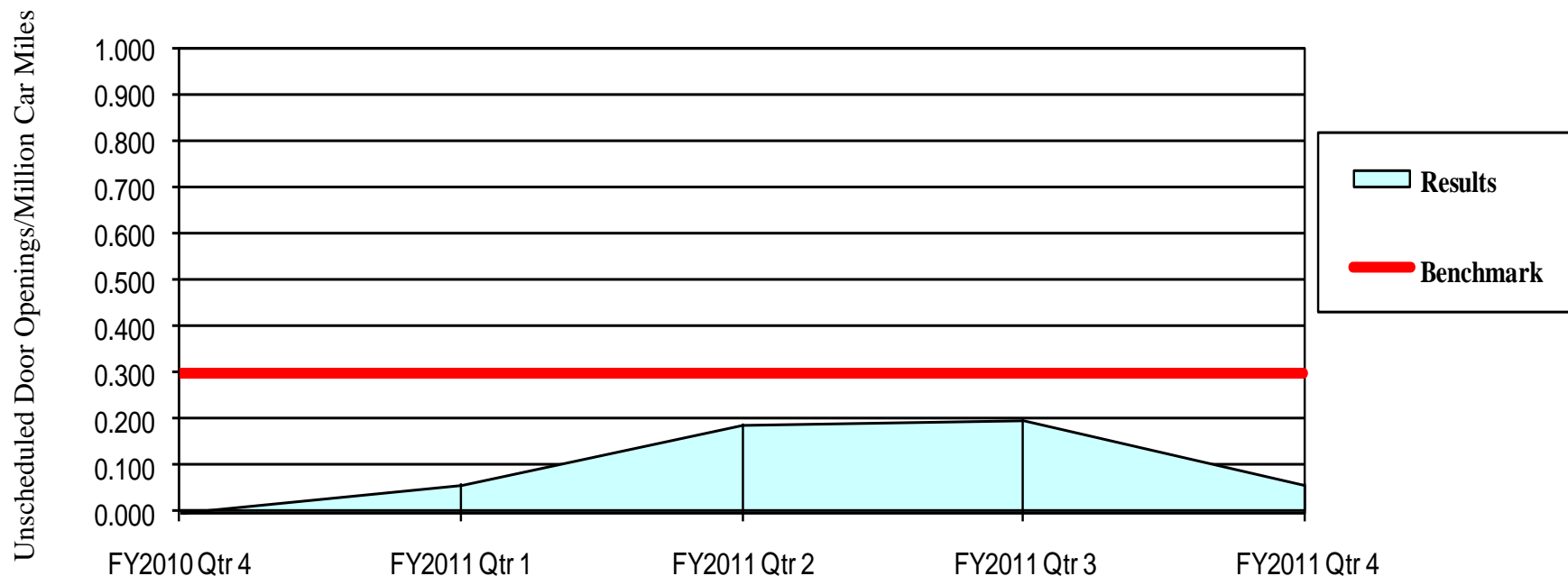
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



✓ Up

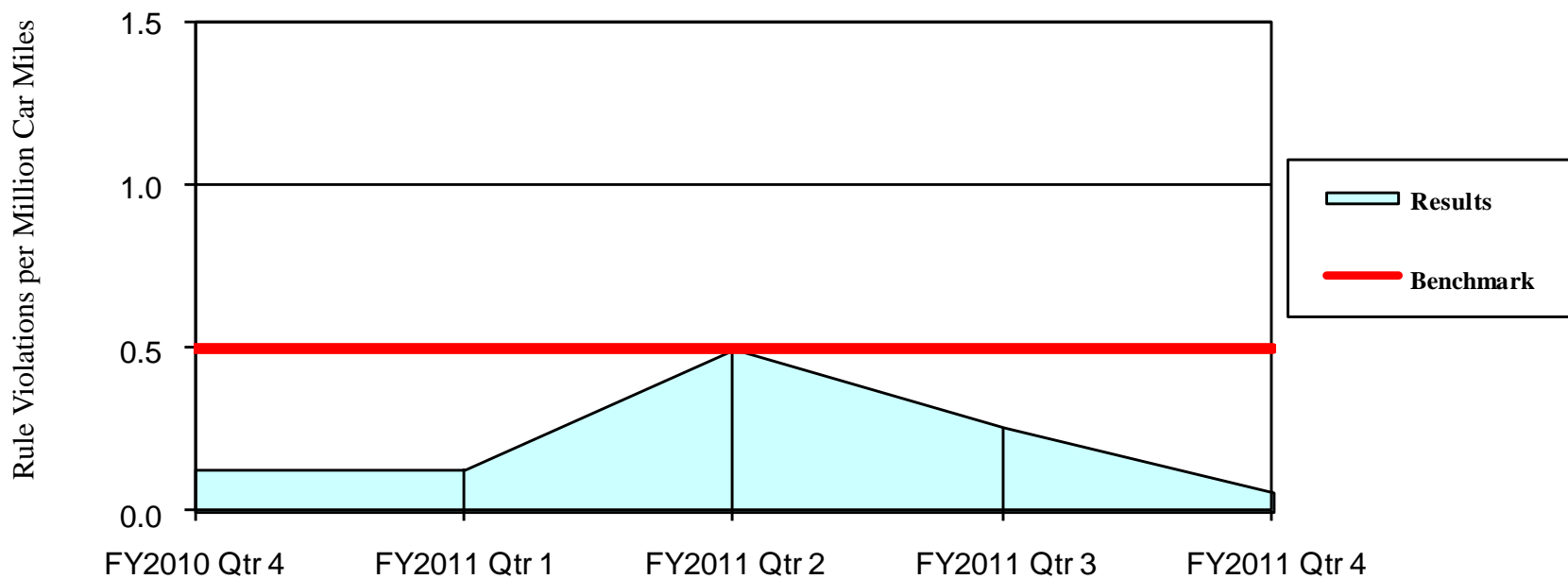
Operating Safety:

Unscheduled Door Openings per Million Car Miles



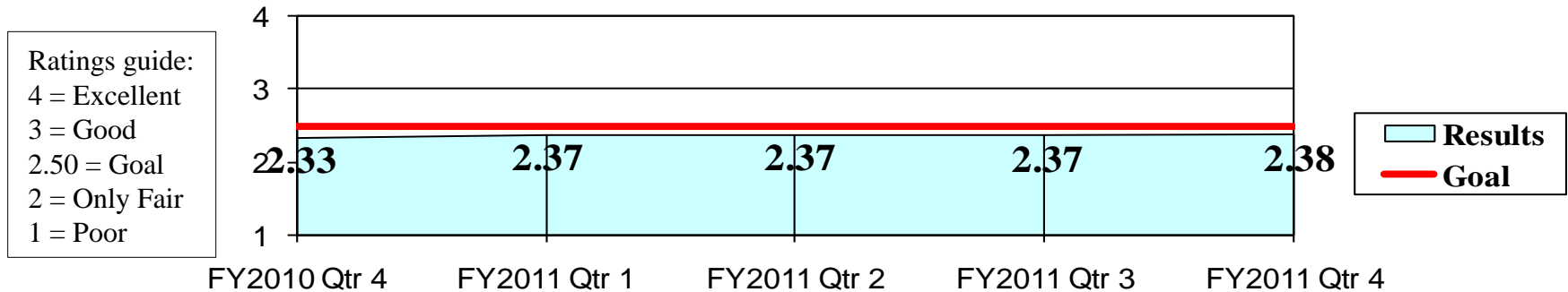
✓ Down

Operating Safety: Rule Violations per Million Car Miles



✓ Down

BART Police Presence

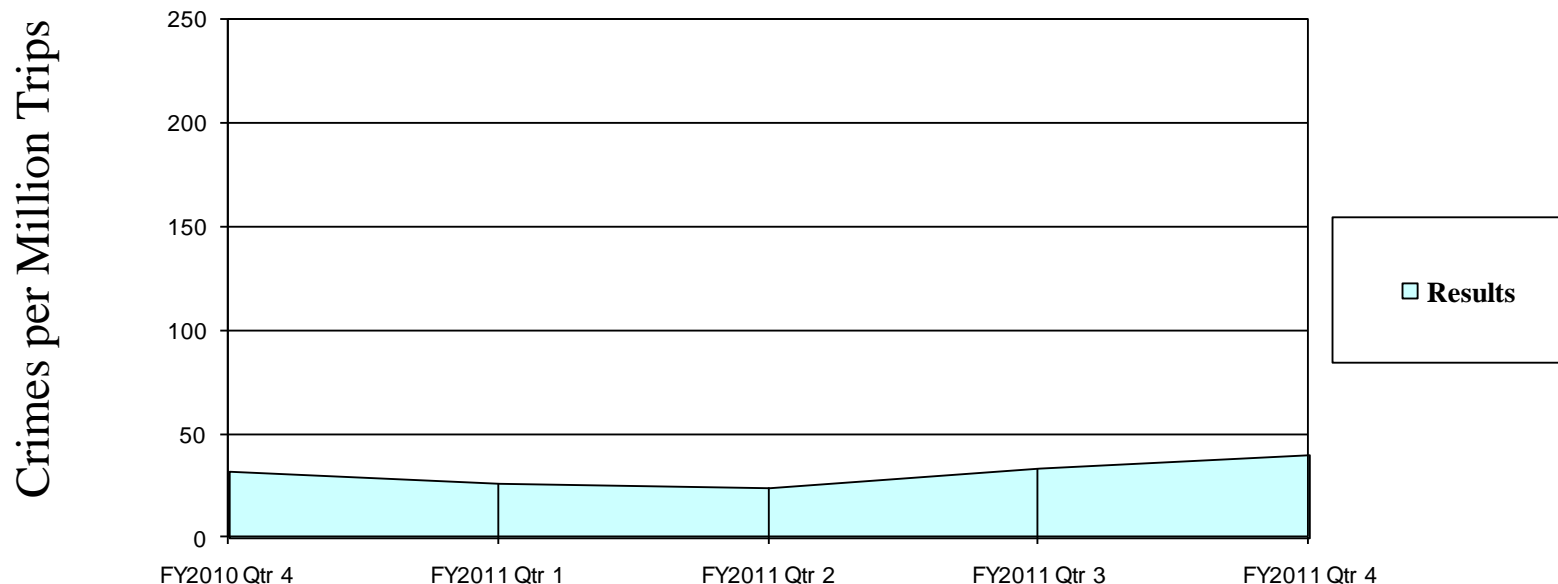


Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.37
Parking Lots and Garages (33%)	2.43
Trains (33%)	2.34

- ✓ Adequate Presence ratings of either Excellent or Good:
- | | |
|-----------------|-----------------------------|
| Stations: 47.4% | Parking Lots/Garages: 51.8% |
| Trains: 45.9% | |

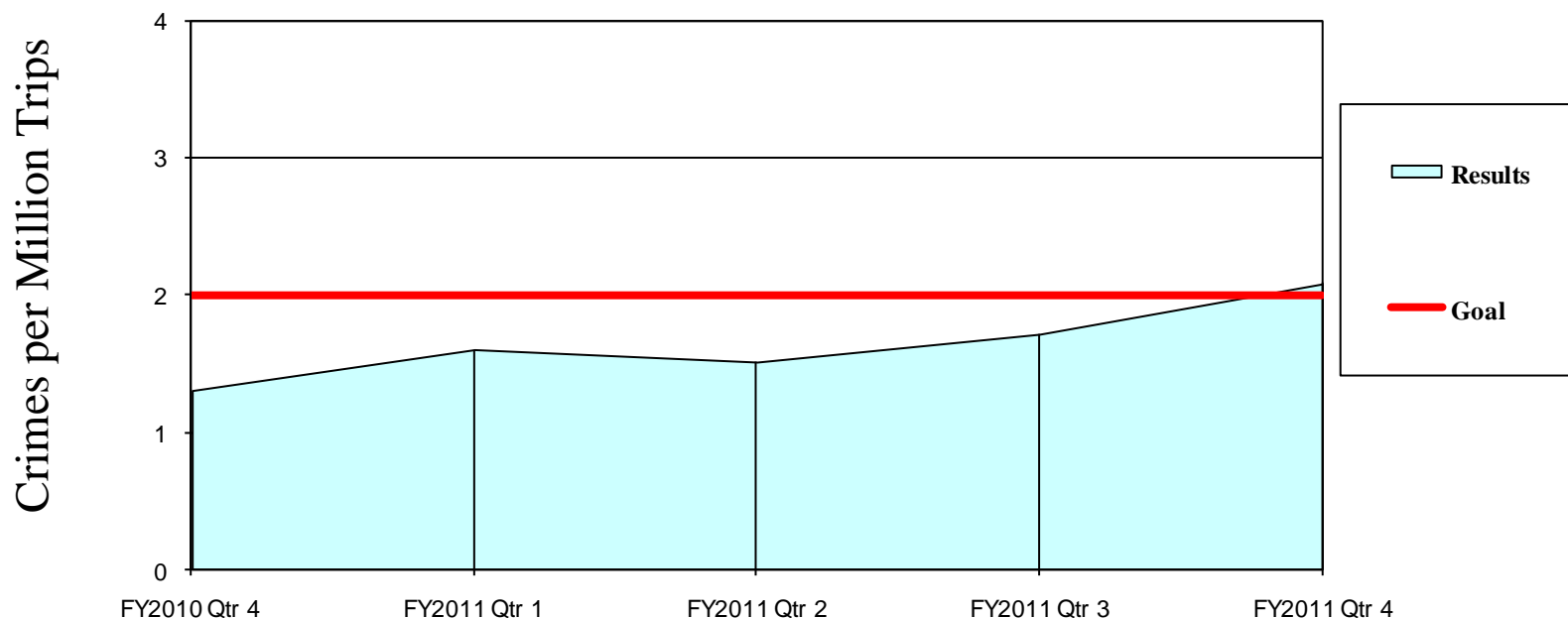
Quality of Life*



- ✓ Quality of Life incidents are up from last quarter, and up from the same quarter of last year.

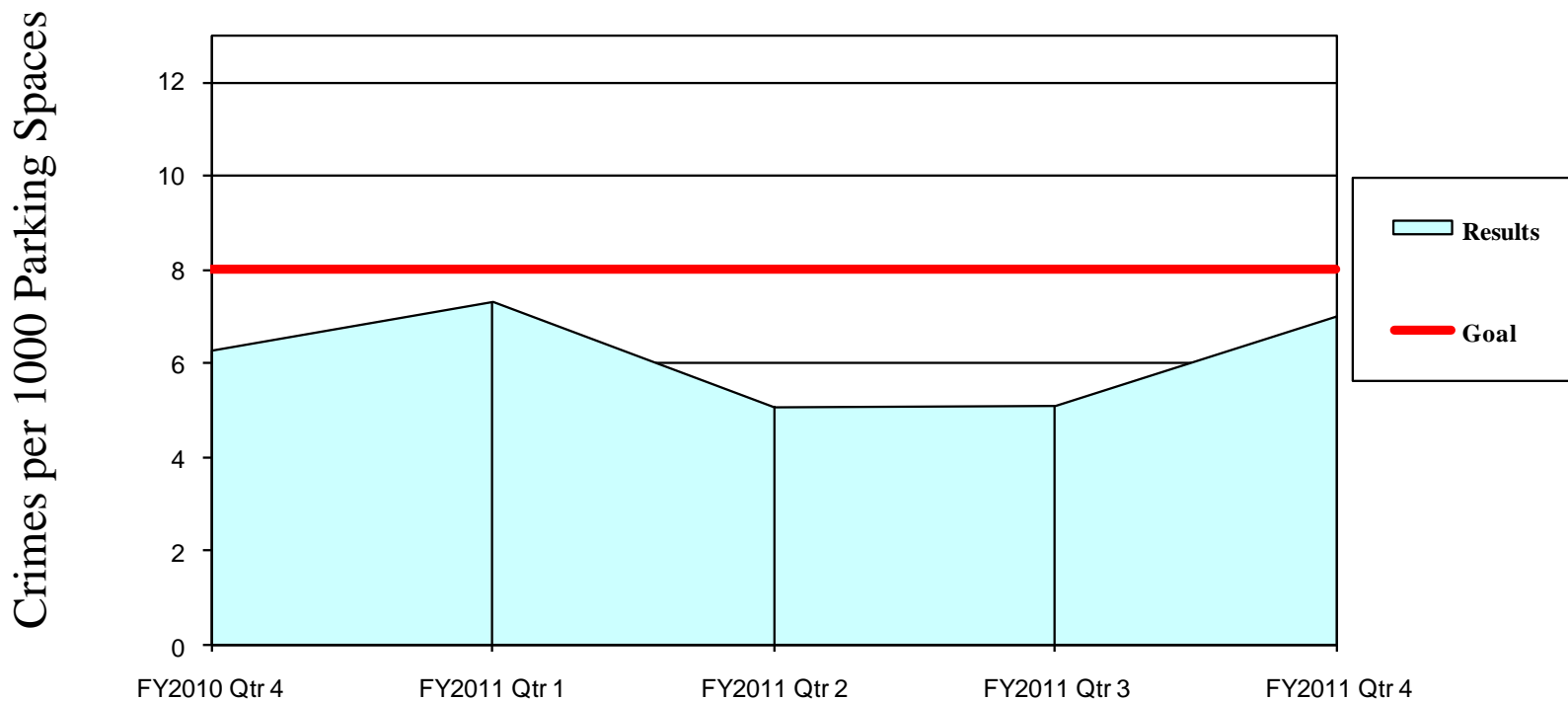
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



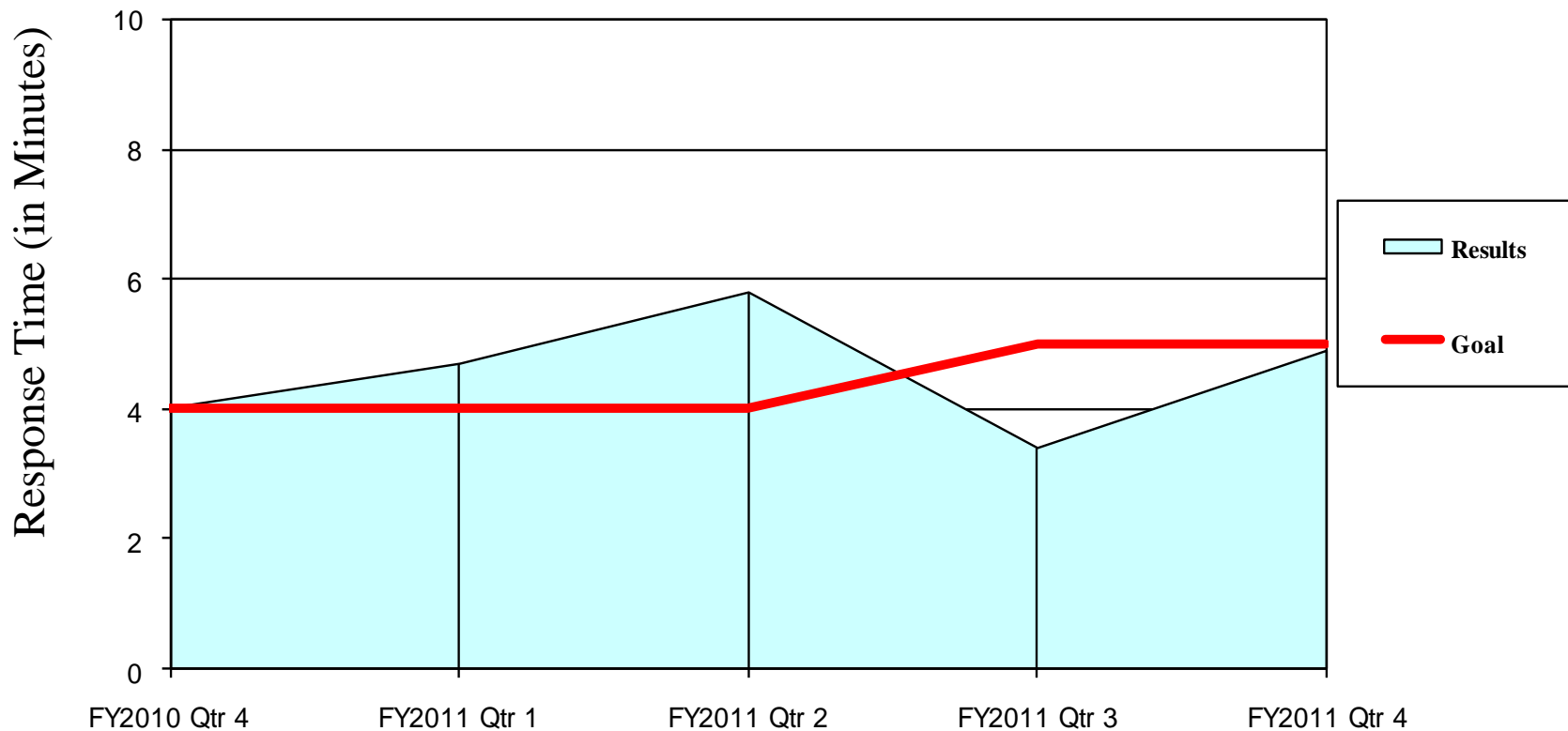
- ✓ Goal not met.
- ✓ Crimes against persons are up from the last quarter and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



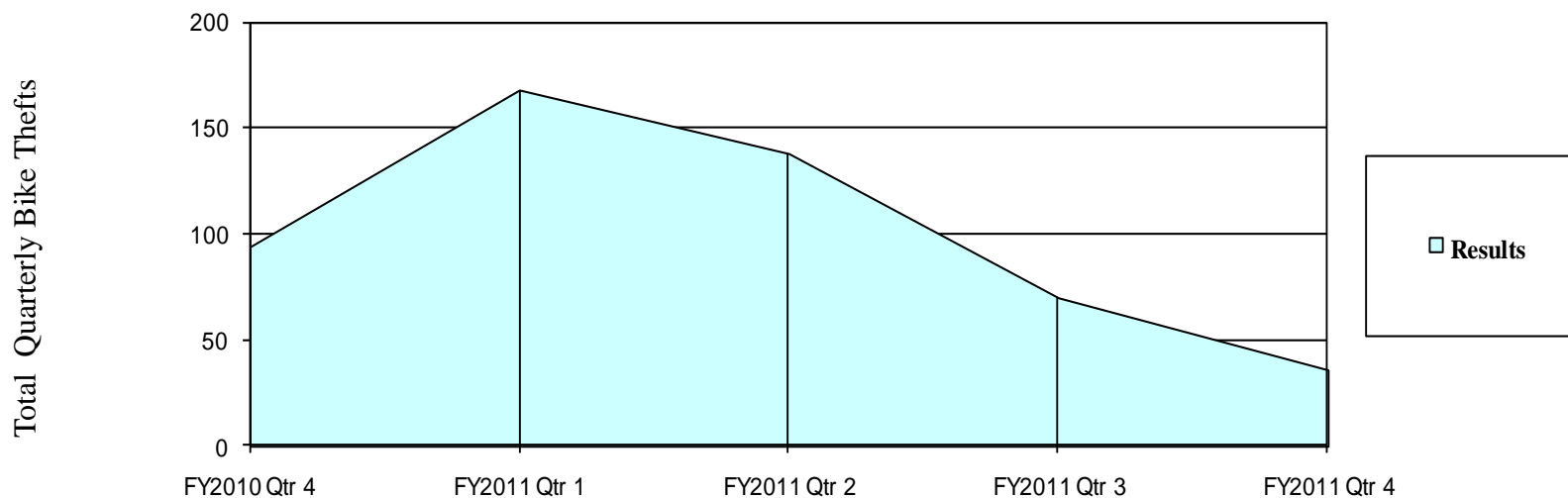
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are up from last quarter, and up from the corresponding quarter from the prior fiscal year.

Average Emergency Response Time



✓ Goal met

Bike Theft



- ✓ 36 bike thefts for current quarter, down from 70 last quarter and down from the corresponding quarter of the prior fiscal year.